

## REMARKS

This response is to the Office Letter mailed in the above-referenced case on January 28, 2002, made final. In Office Letter the Examiner has rejected claims 1-10 under 35 U.S.C. 103(a) as being unpatentable over Kikinis (U.S. 5,727,159), herein Kikinis.

Applicant has again carefully reviewed the art of Kikinis and has noted the Examiner's rejections and comments. Applicant herein amends the independent claims to more particularly point out the subject matter applicant believes to be patentable over the art of Kikinis.

Applicant herein amends claim 1 to specifically recite that the light computerized device has full access to all data systems and is capable of operating all available software from the workstation at the communication center on behalf of and according to direction from the light computerized device.

The previous amendment filed by applicant included an argument stating; "The inventor provides a method and apparatus whereby such a mobile KW could have full and unfettered access to virtually all data systems and sources housed within his home communication center without having to carry a powerful station or inconveniencing a client by commandeering client resources. A knowledge worker in the system of Applicant invention may have full access to virtually any type of data or software tools that he could access from his station if you were operating non-remotely from within his own communication center (Pages 18, and 23-24).

The Examiner responded to the above argument in the present Office Letter stating that the features upon which the applicant relies from the specification from pages 18 and 23-24 are not recited in the rejected claims.

Although the claims are interpreted in light of the specification, limitations from the specification are not read into the claims.

Applicant believes that claim 1, as amended, is patentable over the art of Kikinis. Applicant argues that the limitations added to claim 1 are clearly patentable over Kikinis. The hand-held device of Kikinis is primarily for downloading information from the Internet. Therefore, there is no motivation for the hand-held device in Kikinis to connect to a workstation in a communication center thereby having full access to the data systems and software of the communication center.

In the present Office Letter the Examiner admits that Kikinis does not explicitly teach said server in a workstation. The Examiner takes "Official Notice" that a workstation operating as a server is well-known in the art, and further states that it would have been obvious to one of ordinary skill in the data processing art at the time of the invention to combine the teachings in the Kikinis system to use a workstation to provide server functions because it would reduce cost compared to the cost of using a mainframe.

Applicant maintains the same argument presented in the previous response, wherein the software at the agent station cooperates with the hand-held device to operate software at the agent station. The main scope and spirit of applicant's invention as claimed is not connecting to an agent station, nor is it for connecting to an agent station for Internet browsing, but rather, it is for operating software at the agent station from the remote light device, which, in one preferred embodiment of the invention, allows a remote knowledge worker to operate as an agent of a workstation just as though he or she is actually working at the workstation..

The primary goal of Applicant's claimed invention is not Web browsing or connecting to an agent station, but rather, operating software at the agent station directed from the remote light device, which is nowhere taught in Kikinis and is far from obvious.

Applicant believes claim 1 is therefore patentable over the art of Kikinis as argued in detail above. Claims 2-5 are patentable on their own merits, or at least as depended from patentable claim.

Claim 6 is Applicant's method claim corresponding to independent claim 1. Applicant herein amends claim 6 to provide the same limitations as claim 1. Therefore, claim 6 is also patentable as argued on behalf of claim 1, and claims 7-10 are patentable on their own merits, or least as depended from a patentable claim.

It is clear that the prior art provided by the Examiner in this response does not anticipate or suggest the invention as herein amended and claimed. It is therefore respectfully requested that this application be reconsidered, the claims be allowed, and that this case be passed quickly to issue.

If there are any time extensions needed beyond any extension specifically requested with this amendment, such extension of time is hereby requested. If there are any fees due beyond any fees paid with this amendment, authorization is given to deduct such fees from deposit account 50-0534.

## Version With Markings to Show Changes Made

1. (Thrice Amended) In a communication center having agent workstations, a system for enabling a remote agent, using a light computerized device having insufficient power to operate as a workstation of the communication center, to access and operate as an agent with full access to data and software tools of the communication center, the system comprising:

a proxy server executing a software suite;

a first two-way data link between the proxy server and a workstation at the communication center; and

a second two-way data link between the proxy server and the light computerized device used by the remote agent; characterized in that the proxy server, by the software suite, upon establishing a connection over the second data link, ascertains hardware and software characteristics of the light computerized device, establishes a connection to a workstation at the communication center over the first two-way data link at direction of the light computerized device, whereby the light computerized device has full access to all data systems [accesses data] and is capable of operating [operates] all software available at the communication center from the workstation [at the communication center] on behalf of and according to direction from the light computerized device, transforms the data and results of the software operations into a form useable by the light computerized device, and transmits the transformed information to the light computerized device via the second two-way data link.

6. (Once Amended) In a communication center having agent workstations, a method for enabling a remote agent, using a light computerized device having insufficient power to operate as a workstation of the communication center, to access and operate as an agent with full access to data and

software tools of the communication center, the method comprising the steps of:

(a) establishing a connection between the light computerized device and a proxy server over a first two-way data link;

(b) ascertaining hardware and software characteristics of the light computerized device over the established connection on the first data link;

(c) establishing a connection between the proxy server and the workstation at the communication center over a second two-way data link at direction of the light computerized device;

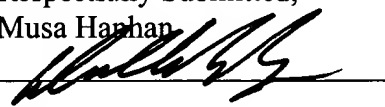
(d) accessing, from the workstation, all data systems [data] and [operating] software available to the workstation at the communication center on behalf of and according to direction from the light computerized device;

(e) transforming the data and results of the software operations into a form useable by the light computerized device, and transforming the data and commands from the light computerized device to a form useable by the software operations; and

(f) transmitting the transformed information to the light computerized device from the software operations at the communication center and to the software operations from the light computerized device via the first two-way data link.

Respectfully Submitted,  
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